



FBLA Client Service

Performance Rating Sheet

☐ Regional Level

☐ Preliminary Round

☐ Final Round

Evaluation Item	Not Demonstrated	Does Not Meet Expectations	Meets Expectations	Exceeds Expectations	Points Earned
Content					
Scenario is understood and well-defined	0	1–5	6–10	11–15	
Participant's position is clearly stated	0	1–5	6–10	11–15	
Effective solution is offered	0	1–5	6–10	11–15	
Delivery					
Statements are well organized and clearly stated	0	1–5	6–10	11–15	
Participant displays empathy/diplomacy when responding to situation	0	1-2	3-4	5	
Demonstrates self-confidence, poise, and good voice projection	0	1–3	4–7	8–10	
Demonstrates the ability to ask and answer questions effectively	0	1–5	6–10	11–15	
Participant actively interacts with judges	0	1–3	4–7	8–10	
Subtotal					
					/100 max.
Penalty Deduct five (5) points for failure to follow guidelines.					
Dress Code Penalty Deduct five (5) points when dress code is not followed.					
Final Score					
					/100 max.

Name(s): _____

School: _____ State: _____

Judge's
Signature: _____ Date: _____

Judge's
Comments: